

AMENDMENTS TO THE CLAIMS

Please replace the claims, including all prior versions, with the listing of claims below.

1. (Currently Amended) A method for operating a communication network (KN) in which a call center (CC) transmits data to a communication subscriber (TInA), the call center comprising including organization units (OE1,...,OEk,...,OEm) which are arranged with a topological distribution in the communication network and are connected to switching nodes (VK), having the following steps, comprising:
 - determining an available first organization unit (OE1) which is locally closest to the communication subscriber (TInA) is ascertained;
 - setting up a first communication channel (KK1) is set up between the first and a second organization unit (OEm) which contains includes the data to be transmitted in a memory (DSm);
 - transmitting the data are transmitted from the second organization unit (OEm) to the first organization unit (OE1);
 - setting up a second communication channel (KK2) is set up between the first organization unit (OE1) and the communication subscriber (TInA); and
 - transmitting the data are transmitted from the first organization unit (OE1) to the communication subscriber (TInA).
2. (Currently Amended) The method as claimed in claim 1, characterized in that wherein the communication network comprises the integrated services digital communication network ISDN, and the data are transmitted between the second organization unit (OEm) and the first organization unit (OE1) via the central signaling channel.

3. (Currently Amended) The method as claimed in claim 2, ~~characterized in that~~wherein the signaling system Common Channel Signaling No 7 is used in the signaling channel.

4. (Currently Amended) The method as claimed in claim 3, ~~characterized in that~~wherein ascertaining the first organization unit (OE1) involves the use of the identification number of the signaling system Common Channel Signaling No 7.

5. (Currently Amended) The method as claimed in ~~at least one of the preceding claims~~, ~~characterized in that~~claim 3, wherein ascertaining the first organization unit (OE1) involves the use of the subscriber number of the communication subscriber (TlnA).

6. (Currently Amended) The method as claimed in ~~claim 4 or 5, characterized in that~~4, wherein ascertaining the first organization unit (OE1) involves the use of a routing table which ~~contains~~includes entries about the availability of the organization units (OE1,...,OEk,...,OEm).

7. (Currently Amended) The method as claimed in ~~one of the preceding claims~~, ~~characterized in that~~claim 1, wherein setup of the connection between the second organization unit (OEm) and the first organization unit (OE1) is followed by the second organization unit (OEm) transmitting a request to engage a call center agent in the first organization unit (OE1).

8. (Currently Amended) The method as claimed in claim 7, ~~characterized in that~~wherein the transmission of the request comprises a transaction number which authorizes an agent in an organization unit (OE1,...,OEk,...,OEm) to access data associated with a subscriber.

9. (Currently Amended) The method as claimed in ~~either of claims 7 or 8, characterized in that~~claim 7, wherein if an agent is not available in the first organization unit (OE1) the request is put into a queuing loop and, when a prescribable time interval has elapsed, is forwarded to an available organization unit (OEk) which is closest to the first organization unit.

10. (Currently Amended) The method as claimed in ~~at least one of the preceding claims, characterized in that claim 1, wherein~~ the data in the first organization unit (OE1) are buffer-stored in a memory (DS1).

11. (Currently Amended) ~~A Te method for operating as claimed in claim 1, wherein the call center which interacts with a communication network operated in accordance with one of the preceding claims.~~

12. (New) The method as claimed in claim 5, wherein ascertaining the first organization unit involves the use of a routing table which includes entries about the availability of the organization units.